


BMC Software Consulting Services

Fermilab Computing Division

Service Catalog – Business Process Requirements Document

Client:	Fermilab
Date :	02/12/2009
Version :	1.0
	



GENERAL			
Description	This document establishes the Service Catalog (SC) Business Requirements Process & Procedures		
Purpose	This document provides the necessary steps and details for the Service Catalog Manager to determine the business requirements for a Service Catalog		
Applicable to	<i>Service Catalog Management ISO20000 Project – Phase 1</i>		
Supersedes	N/A		
Document Owner	<i>Robert D. Kennedy Service Catalog Owner</i>	Owner Org	<i>FNAL Computing Division</i>
		Revision Date	<i>11-25-2008</i>

VERSION HISTORY			
Version	Date	Author(s)	Change Summary
1.0	2/12/2009	David Cole – Plexent	Approved version of the Service Catalog Business Requirements.

BUSINESS PROCESS REQUIREMENTS

Business requirements describe the tasks the users must be able to accomplish with the process. Business requirements reflect business processes and are generally written in the format verb + Noun. The preferred format for determining the process requirements for the customer is the MoSCoW ranking system.

MoSCoW Ranking [Key = M, S, C, W]

M: Must have for launch (Critical). (of Phase 1)

S: Should have but not critical for launch, (Critical in later phases, but not for Phase 1).

C: Could have.

W: Won't have (at least yet).

Interpreting this Document:

Since this phase is concerned primarily with the deployment of the Service Catalog itself, that is the criteria which was used to determine the MoSCoW ranking and the Priority. Activities which have been ranked "M" and "1" are activities which are absolutely required for Phase 1 from an ISO 20000 perspective.

With an eye to Phase 2, and the deployment of Service Level Management, I considered the activities, and the ones which will be absolutely required as part of that deployment, I ranked as "S", and "2". The activities which can be deployed over time, but which will not be required in Phase 2, were ranked as "S" with a priority of "3".

For the Communications process, the criteria which were applied were as follows:

Activities which, to one degree or another, will be required for the deployment of processes and procedures in Phase 1 of the project were assigned a ranking of "M" and a priority of "1".

Activities which will be fully developed and agreed-upon in Phase two were assigned a ranking of "S" and a priority of "2".

Activities which will be fully developed and adopted in Phase 3 and beyond, but which will still be required at some point, were assigned a ranking of "S" and a priority of "3".

Many of the required templates will be made available for Phase 1. Before those templates can be adopted as part of Computing Division's standard procedures, they will be presented to the various services groups within the division, modified based on input from these representatives, and then formally deployed.

SERVICE CATALOG BUSINESS PROCESS REQUIREMENTS				
Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
SC-1.0	Manage Service Requests			
SC-1.1	Perform Business Requirements Analysis	Service Owner	M	1
SC-1.2	Perform Capacity Planning	Capacity Manager	S	3
SC-1.3	Perform Infrastructure Planning	Infrastructure Team	M	1
SC-1.4	Inform Requester	Service Catalog Owner	M	1
SC-1.5	Establish Performance Baseline	Capacity Manager, Performance Manager, Infrastructure Team	S	3
SC-1.6	Develop SLA	Service Owner	S	2
SC-1.7	Define Monitoring Requirements	Service Owner	M	1
SC-1.8	Validate Performance Baseline	Performance Manager	S	3
SC-1.9	Negotiate & Agree on SLA	Service Owner	S	2
SC-1.10	Arrange for Deployment	Service Owner	M	1
SC-2.0	Manage Service Catalog			
SC-2.1	Complete or Update Service Catalog Template	Service Catalog Owner	M	1
SC-2.2	Analyze Service Requirements	Service Catalog Owner	M	1
SC-2.3	Obtain Approval	Service Catalog Owner	M	1
SC-2.4	Approve Catalog Entry or Update	Service Level Manager	M	1
SC-2.5	Update Service Catalog	Service Catalog Owner	M	1
SC-2.7	Communicate Catalog Update	Service Catalog Owner	M	1

Item #	Business Requirement	Owner	MoSCoW Ranking	Priority (1=Highest 5 = Lowest)
SC-3.0	Manage Communications			
SC-3.1	Manage Communications Foundation & Maintenance Activities			
SC-3.1.1	Define Communications Roles	Communications Process Owner	M	1
SC-3.1.2	Create or Update Communications Plan	Communications Process Owner	S	2
SC-3.1.3	Obtain Communications Plan Approval	Communications Process Owner	S	2
SC-3.1.5	Create or Update Templates	Communications Process Owner	S	2
SC-3.2	Execute Communications Plan			
3.2.1	Identify Appropriate Audience	Service Manager	M	1
3.2.2	Determine Communications Vehicle	Service Manager	M	1
3.2.3	Create & Agree on Content	Service Manager	M	1
3.2.4	Execute Communications Plan	Service Manager	M	1
3.2.5	Evaluate Communications Effectiveness	Communications Process Owner	S	3

Appendix A – Related Documents

Appendix A – Related Documents	
Document Name	Relationship
Fermilab Service Catalog & Communications: Policies, Process & Procedures	Process
Fermilab Service Catalog – Phase 1 – MS Word Version	Content